

Privacy Statement

Haughton Holiday Park is committed to respecting the privacy of its customers.

This Privacy Policy sets out how we comply with our obligations under data protection legislation. It applies to any personal information we obtain about you, whether via this website, in connection with a booking or purchase with us or otherwise.

What is Personal Information?

Personal information is information about you and from which you can be identified. It includes your name, address, contact details, payment information and details of your booking/s and purchases.

What Personal Information will we Collect?

We will collect and process personal information about you in the course of our relationship with you. This can be through a variety of channels, including by telephone, via our website, on site in our parks and via third parties.

This information includes:

- your name, age (in some instances) and address.
- your phone number or mobile number and e-mail address.
- your card or payment details if you make a booking or purchase.
- details of the bookings or purchases you make and the services you request.
- other information you provide when completing forms (e.g., registration forms), requesting further services or speaking with us, including information you provide in connection with your stay in one of our parks.
- in the event that you have an accident while on our premises that you bring to our attention, we may record details of that accident and any injury you suffer in an accident log.
- If you provide us with personal information about another person, you must ensure that before you provide us with their personal information, you have their agreement to do so and that they are aware of the ways in which we use personal information as set out in this policy.

We may also collect information about you from third parties where this is relevant to our relationship with you. This includes the following:

- We may obtain personal information about you from third parties who provide us with the contact details of individuals who are interested in purchasing one of our caravans or lodges.
- We may also obtain information about you from credit reference and fraud prevention agencies where this information is required by us in connection with our relationship with you.
- We may require you to provide certain information to us in order to enter into and perform our contract(s) with you or to comply with our legal obligations. Except in these circumstances, your decision to provide personal information to us is generally voluntary

and, where it is voluntary, you may choose to withhold and not provide personal information to us. If you choose not to provide certain information, we may not be able to accomplish some of the purposes outlined in this policy.

How will we use your information?

We use your personal information in the course of our business and in connection with our relationship with you.

In particular, your personal information may be used by us, our employees, and disclosed to third parties for the following purposes. For each of these purposes, we have set out the legal basis on which we process your information.

<p>To administer booking requests and purchases, including confirming your booking or purchase and otherwise communicating with you about your booking or purchase</p>	<p>This processing is necessary for the performance of our contract with you or for taking steps at your request in order to enter into a contract; some uses of your information for this purpose may be for our legitimate business purposes or with your consent</p>
<p>To provide you with other products and services you request</p>	<p>Depending on the circumstances, the processing is carried out for the performance of our contract with you, for taking steps at your request in order to enter into a contract, for our legitimate business purposes or with your consent</p>
<p>To help us to provide, review, develop and improve our products and services; this may include contacting you (including by email) for market research purposes</p>	<p>The processing is carried out for our legitimate business purposes</p>
<p>To provide you with information that you have requested from us</p>	<p>The processing is carried out for our legitimate business purposes</p>
<p>To customise this website according to your interests and ensure that content is presented in the most effective manner for your computer, tablet or mobile device</p>	<p>Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent</p>
<p>To allow you to participate in interactive features of our service where you have chosen to do so</p>	<p>Depending on the circumstances, the processing is carried out for our legitimate business purposes or with your consent</p>
<p>To address any claims made against us; for example, we may share details of our accident logs with our insurers in connection with any claim made or likely to be made against us.</p>	<p>Depending on the circumstances, the processing is carried out for our legitimate business purposes or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)</p>

To comply with any legal or regulatory obligation (including in connection with a court order)	This processing is necessary for compliance with law
To enforce or apply the agreements we have with or otherwise concerning you (including agreements between you and us (or one or more of our affiliates))	Depending on the circumstances, the processing is carried out for our legitimate business purposes or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)
To protect our rights, property or safety or those of our customers, employees or other third parties	Depending on the circumstances, the processing is carried out for our legitimate business purposes, compliance with law, to protect the vital interests of a living person (ie matters of life or death), or in connection with legal proceedings (ie the establishment, exercise or defence of legal claims)